

Broadview Networks, Inc.

Commonwealth of Massachusetts

Docket No. 05-04

Respondents: Paul Pennisi

Rebecca Sommi

Titles: Managing Director –

Operations

Vice President --

Operations Support

REQUEST: Verizon Massachusetts Set #1

DATED: June 1, 2005

ITEM: Verizon 1-1 Referring to Broadview Testimony at 4, has Broadview provisioned unbundled loops or ports to Verizon MA to serve retail end-user customers that have migrated from Broadview to Verizon MA? If yes, please identify the number of loops and ports, when they were installed, and whether they are still in service.

REPLY: Broadview does not provide unbundled loops or ports to Verizon to serve end-user customers that have migrated from Broadview to Verizon MA..

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ITEM: Verizon 1-2 Referring to Broadview Testimony at 4, please provide the Service Transfer Charges billed by Broadview to Verizon MA on a per line basis and recalculate those charges on a per order basis. Please provide this data separately for Broadview's Electronic and Manual Processing rates and produce all supporting documentation used in deriving these calculations.

REPLY: See attached.

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ITEM: Verizon 1-3 Have any Massachusetts end-user customers of Broadview migrated their service to carriers other than Verizon MA?.

REPLY: Yes.

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DATED: June 1, 2005

ITEM: Verizon 1-4 Please identify each carrier in Massachusetts that Broadview has imposed a Service Transfer Charge for Electronic Processing in connection with the migration of a Broadview retail end-user customer to that carrier? In each case, please indicate whether Broadview has provisioned (or is provisioning) unbundled loops or ports to the carrier to serve the former Broadview retail end-user customer.

REPLY: Broadview routinely waives its Electronic Processing Service Transfer Charges. In a handful of instances, Broadview has mistakenly assessed Electronic Processing Service Transfer Charges on Verizon in instances in which Manual Processing Service Transfer Charges should have been levied.

Broadview does not provide unbundled loops or ports to other carriers to serve retail end-user customers that have migrated from Broadview to such other carriers.

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REQUEST: Verizon Massachusetts Set #1

DATED: June 1, 2005

ITEM: Verizon 1-5 Please identify each carrier in Massachusetts that Broadview has imposed a Service Transfer Charge for Manual Processing in connection with the migration of a Broadview retail end-user customer to that carrier? In each case, please indicate whether Broadview has provisioned (or is provisioning) unbundled loops or ports to the carrier to serve the former Broadview retail end-user customer.

REPLY: Verizon Massachusetts

Broadview does not provide unbundled loops or ports to other carriers to serve retail end-user customers that have migrated from Broadview to such other carriers.

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Respondent: Paul Pennisi
Rebecca Sommi
Title Managing Director –
Operations
Vice President --
Operations Support

REQUEST: Verizon Massachusetts Set #1

DATED: June 1, 2005

ITEM: Verizon 1-6 Referring to Broadview Testimony at 4, do Broadview's Service Transfer Charges recover the costs associated with the provision of unbundled loops or ports to carriers that service retail-end user customers that have migrated from Broadview to another carrier?

REPLY: Broadview does not provide unbundled loops or ports to other carriers to serve retail end-user customers that have migrated from Broadview to such other carriers.

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Rebecca Sommi
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REQUEST: Verizon Massachusetts Set #1

DATED: June 1, 2005

ITEM: Verizon 1-7 Referring to Broadview Testimony at 12, when Broadview disconnects a retail end-user customer without migrating to another carrier, does Broadview access its customer records to issue a final bill or for any other purpose to close the customer's account?

REPLY: Broadview does not access a retail end-user customer's Customer Service Record ("CSR") when it disconnects the retail end-user customer without migrating that customer to another carrier.